



Australian Government

HLTAHCS001 Provide basic health service information to clients

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide general information about available health services according to the needs of clients. It requires the ability to gather relevant information and explain basic details.

This unit is specific to Aboriginal and/or Torres Strait Islander people working under direct supervision to support the provision of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No regulatory requirement for certification, occupational or business licensing is linked to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Care and Support

Unit Sector

Aboriginal and/or Torres Strait Islander Health

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Clarify client needs for health service information.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Use effective questioning and actively listen to identify client information needs.
- 1.2. Consider cultural practices and beliefs when clarifying information needs of the client.
- 1.3. Seek assistance from supervisor, as required, to clarify client needs and sources of information.
- 1.4. Gather information that will meet client needs.

2. Provide basic information about health services to client.
 - 2.1. Use effective and culturally safe communication to deliver relevant health service information to the client.
 - 2.2. Provide clear explanations of services offered by own health service organisation.
 - 2.3. Provide basic details about external health service providers and types of services available in the community, state or territory.
 - 2.4. Identify and use consumer based information resources relevant to client's need to support client understanding.
 - 2.5. Seek assistance from supervisor when client's information needs exceed level of own ability.
 - 2.6. Confirm client understanding of information and seek feedback to ensure information needs are satisfied.
 - 2.7. Accurately record details of client interaction according to organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|--|
| Reading skills to: | <ul style="list-style-type: none"> • interpret sometimes unfamiliar but plain language information about health and support services. |
| Writing skills to: | <ul style="list-style-type: none"> • use fundamental sentence structure to complete forms and notes about client interaction. |
| Oral communication skills to: | <ul style="list-style-type: none"> • ask open and closed probe questions and actively listen to determine client's information needs and understanding of information provided. |
| Learning skills to: | <ul style="list-style-type: none"> • use information gathered to extend knowledge of health and support services available in the community and further afield. |

Unit Mapping Information

This unit supersedes and is not equivalent to HLTAHW003 Provide basic health information to clients.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>